

AFA EAP Mission

AFA EAP is a confidential resource available to all AFA Members, their families and their partners. AFA EAP provides three distinct but interrelated services, including:

- Assessment, support and resource referral
- Advancement of professional standards through conflict resolution
- Response to critical and traumatic incidents.

AFA EAP Q&A

Q: Are EAP services confidential?

A: Yes! Your contacts and discussions with the EAP are confidential. Information is only released in accordance with federal and state confidentiality regulations. What does it cost? The EAP is a benefit of your union dues. You pay nothing extra to speak with an EAP Representative or a Member of the International EAP Department staff overseen by a 20 year veteran EAP and mental health licensed and certified professional. If you are referred to a mental health professional, your EAP Rep will work with you to use your health plan benefits. The EAP Rep will seek the most affordable solution for your specific situation.

Q: What kind of training have the AFA EAP Reps had?

A: First, we look for someone who is committed and has the personal skills to handle the job; someone who is patient, non-judgmental, caring, organized, and has a clean work record. EAP Reps participate in specialized AFA training in part designed by mental health professionals at a basic and advanced level. In the advanced level, volunteers receive certification in peer response from the International Critical Incident Stress Foundation.

Q: Isn't EAP just for people who have substance abuse and depression problems?

A: Absolutely not! AFA EAP provides resources and references for a broad range of life situations including: relationships, financial/legal, workplace trauma or other work-related issues (insurance questions, harassment, job stress, occupational injury, etc.) and professional standards, in addition to the help we offer with chemical dependency and emotional issues.

Q: Is my problem big enough to call AFA EAP for help? When can I call?

A: No problem is too small for AFA EAP! In fact, we encourage Flight Attendants and their immediate families to call when a concern first develops. Remember, reaching out for help is a sign of strength, not weakness. Usually the sooner you share a problem, the sooner you begin to find a solution. The AFA EAP offers a 24 hour help line for your convenience. We also offer web-based resources by area of concern on the AFA EAP website. Visit www.afacwa.org and follow the links to EAP.

Q: Who am I reaching when I dial the AFA EAP '800' number (800-424-2406)?

A: You are contacting the AFA EAP department within the AFA International Headquarters in Washington, DC. This office is staffed by licensed and certified mental health professionals. They offer resources as well as referrals to your AFA EAP Reps as they assist Members, individually and collectively. You may also reach out to your Local AFA EAP Committee for assistance.